



Franklin County
Department of Job & Family Services
1721 Northland Park Ave.
Columbus, Ohio 43229

J O B A N N O U N C E M E N T

POSITION TITLE: Customer Support Specialist **PCN:** 108044 and 108077
(Bargaining)

DEPARTMENT/LOCATION: Northland Opportunity Center **P. R.:** 03
E-Gateway Unit

REPORTS TO: Case Manager Supervisor

RESPONSIBILITIES: Assist customers by providing appropriate verifications to help in determining eligibility for services. Refer customers to other service agencies as needed. Assist customers with locating a child care provider, cancel and reschedule appointments for case managers. Maintain unit control logs for walk-in intakes. Fill in statistics for unit reports. Complete mailings for W-4 alerts, child care reapplications, and other mailings. Follow-up on child care re-determination packages; propose termination and terminate when no response is received. Maintain supplies for use by unit staff. Collate packages related to application/reapplication of all programs. Mail packages and related material; stamp, sort and distribute mail.

MINIMUM QUALIFICATIONS: A high school diploma or GED is required; supplemented by six (6) months in customer service, office or clerical work experience; or any equivalent combination of training and experience.

STARTING SALARY: \$12.04 per hour, plus a Comprehensive Benefits Package
180 day probationary period

DATE POSTED: Thursday, June 2, 2016

DEADLINE TO APPLY FOR INTERNAL APPLICANTS: Wednesday, June 8, 2016

DEADLINE TO APPLY FOR EXTERNAL APPLICANTS: Wednesday, June 15, 2016

If interested, please go to www.franklincountyohio.gov/Commissioners/hr and apply on-line.

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